



This Week in Terminal **August 18, 2006**

[Contents](#)

[FAA News](#)

[ATO News](#)

[ETSA](#)

[Operational Errors](#)

[Focus: Model Workplace](#)

[Reminders](#)

[FAA News](#)

[Extension for Privacy Awareness Training](#)

The deadline to complete Privacy Awareness training has been extended to the last business day of the calendar year – December 29, 2006.

The broadcast message on this training was sent on August 4, 2006. The course should already be listed on your learning plan in eLMS and ready for you to launch the training.

If not, please review this website: <http://www.dot.gov/privacy/training.html>

[ATO News](#)

[ATO Leadership Summit Held](#)

(Source: ATO Online)

As everybody knows by now, this was Leadership Summit week in ATO. The summit included sessions on:

- Implementing a management strategy to achieve ATO goals,
- Ongoing service area restructuring,
- ATO's overarching aim of improving safety,
- Innovative ways to manage cost to improve value,
- Labor management,
- Leadership lessons learned during the week.



ATO managers from across the country gather at the opening of the 2006 ATO Leadership Summit. Photo: FAA

ATO Online has been running daily updates on the Summit this week, so we will just focus on some highlights from a Terminal Services perspective.

At the end of opening day, Administrator Marion Blakey and COO Russ Chew took the opportunity to present 2006 Leadership Awards to a group of very deserving ATO leaders. Winners included Jeffrey Clarke and Brian Lentini from Terminal Services.



2006 Leadership Award recipients pose with their award outside the Leadership Summit. Photo: FAA

In a general session, Bruce Johnson noted that Terminal Services is on pace to reach current goals in reducing operational errors. However, he cautioned that the service unit has to stay focused to meet its high expectations.

During a breakout session, Bruce also gave out the Vice President's Award to a handful of deserving candidates who have performed admirably over the last year. He jokingly referred to them as: "People who are going to retire who haven't had to be disciplined very often." Recipients of this award are Steve Kelly, Bob Rabideau, Robert Johns, John Clancy, John McCartney, Nancy Kort and Ann Marie Sadler.

After the awards, Tom Skiles, Terminal's manager for strategic planning and performance, discussed how performance targets will soon be "pushed down" to district managers. He explained that within a year, it won't only be the Executive Council tracking metrics for the

entire country. Soon district managers will also be responsible for looking at their area's performance.

They will be watching the number of category A and B operational errors and runway incursions in each district, the percentage of on-time arrivals at the 35 OEP airports, the terminal airport efficiency rate at the 35 OEP airports, the average daily capacity at the 35 OEP airports, the percentage of adjusted equipment availability at the 35 OEP airports, the labor obligations per operation for each district, and the direct to indirect labor ratio for each district.

Also during the breakout session, Bruce Johnson asked the managers and directors to network with each other, share information and exchange phone numbers. "Your peers are facing the same challenges you're facing," he said. "There's no use for all of you to go out and reinvent the wheel all the time."

[ETSA News](#)

[Pilot Commends PHL Controllers' Part in Homecoming of Fallen Soldiers](#)

(Source: Michael D. Wagner, ATM at PHL Tower/TRACON)

Craig Warner, a Continental Airlines pilot, wrote a letter to PHL staff thanking them for the priority clearances given to flights bearing the bodies of two soldiers killed in Iraq. Warner's touching letter gives added meaning to the service our controllers provide on a regular basis. (The letter is given in its entirety in the file below.)



COA-WARNER.pdf

[Operational Errors \(OEs\)](#)

For this reporting period, the Terminal Service Area is now 3.9 % over our pacing limits to stay on track to meet our FY06 OE goal. This is down from the 4.7% over our pacing goal as of last week. We are within 36 category A/B errors of our goal limit with 44 days left in the fiscal year.

Terminal has experienced what seems to be a large number of operational error severity index changes in recent weeks. This fiscal year to date, we have had 82 severity index changes out of 597 total OEs. These have included both increases and decreases in severity. Some of these changes are related to inaccurate and sometimes incomplete data communicated during the OE call-in. Granted the data is preliminary within that first 3 hours after an OE. However, added attention needs to be taken when assessing the closest proximity, aircraft types, control actions, etc. Keeping the data as accurate as possible at the front end of this process goes a long way in supporting our ability to know the magnitude of what we need to be doing nationally to make our goal. It is hard to hit a moving target.

For this reporting period (08/11/06 – 08/17/06), there were 12 overall operational errors reported. There were 7 category B errors related to the following factors:

1. Category B error at I90 due to failing to turn an aircraft on to the final approach course.
2. Category B error at FLO due to failure to recognize a data block that didn't acquire.

3. Category B error at L30 due to failure to coordinate a runway change with a control position.
4. Category B error at N90 due to failure to follow climb-out procedures on departure.
5. Category B error at N90 due to failure to turn an aircraft to the final approach course.
6. Category B error at HYA due to failure to coordinate turns on final with approach control.
7. Category B error at SCT due to failure to recognize converging traffic.

Focus: Model Workplace

Nothing I Can Do! ... Or Is There?

(Source: Viscount Thurston)

Something is not working, and you don't know what to do about it. The situation brings on stress for you and others, but no one has declared the breakdown, and the situation is not getting any better. Though you think it's possible the problem could be resolved, you have decided: "Nothing I can do is going to change anything." That conclusion seems to absolve you from taking action, and you settle into a mood of resignation.
Sounds bleak, doesn't it? It might also sound familiar.

Last week we talked about how some organizational breakdowns continue to cause stress to individuals and teams, because no one declares the breakdown. We also observed how this can lead to resignation, and I promised this week to talk about what can be done to get out of resignation.

One way to break out of resignation is to make new requests of others. This may sound simplistic, but we can prolong resignation – and its consequences – by assessments that keep us from getting help. For example, we may operate out of background assumptions like these:

I can't bother him/her with this (too busy, too high in the "food chain", too concerned with his/her own issues, etc.)

I can't ask for _____ (fill in the blank)

In the face of such beliefs, consider the following questions:

Who are people I *cannot* approach for help? What do I base this on? Who might I transfer to the list of people I *can* approach?

What things are "too much" or "inappropriate" for me to ask? What do I base this on? Which of these "off-limits" requests might now be OK to make?

Did you see any new possibilities open up as you answered these questions? If so, you might gain new impetus to resolve an organizational breakdown and say good-bye to resignation in the process. You may be ready to make a new request.

What might happen if you asked for something that you didn't allow yourself to ask before, and you asked it of someone you once thought you couldn't approach? It might worth a shot just to find out!

REMINDERS

CruArt Compliance Helpful Hint

(Source: Christine Hoffman)

Sick and Annual Leave hours need to be coded in CruArt in 15 minute increments.

If it is not recorded in 15 minute increments, Castle will change the leave hours to the nearest 15 minute mark. This results in unbalanced LDR and T&A leave data, processing of LDR ceases in CASTLE and all LDR data charges to "no project".

- Example: If an employee is scheduled for annual leave at 2:00 pm and they sign out at 2:12, they need to manually change the time they are signing out from 2:12 to 2:15.
- Fix: On the sign out screen in CruArt, the employee may Accept or Change the time. The employee should change the time to a 15 minute increment (note: you may only sign out 15 minutes into the future). Employees are not able to stay past the end of their shift unless the manager signs a TOS.
- Alternate Fix: The timekeepers should review the timecards daily and make any corrections to the sick or annual leave that are coded incorrectly.
- System Fix: There are discussions about putting a business rule in Cru-Art that would inform the employee to sign out in 15 minute increments.

NOTE: There is an ART Resource Center web page which contains a link to a document of known issues and the workarounds for each problem. The link to this site is:
<http://cru-x.faa.gov/ART/>

Labor Distribution Reporting (LDR) Compliance... Are you 90-100% compliant?

(Source: Christine Hoffman)

All Air Traffic Organization (ATO) personnel play a role in ensuring the accurate and consistent entry of LDR data. Managers and supervisors have the primary responsibility for ensuring LDR compliance within their organizations, including the accuracy of their employees' LDR data. This is why it is so important for managers/supervisors (or their designees) to review LDR Compliance Reports through the Report Analysis and Distribution System (RADS). Reviewing these reports will identify any non-compliance issues that should be corrected for the pay period and will assist in identifying any recurring problems. The ATO goal for LDR Compliance is 100% (for pay period 14, we are working towards 90% compliance).

RADS is the FAA's on-line tool for accessing cost accounting system (CAS) reports, labor distribution reporting (LDR) reports and CAS/LDR project and activity dictionary (PAD). Managers/supervisors (or their designee) at each hub and/or facility should have casual user access to RADS.

In order to request RADS Casual User Access:

1. Please complete the Casual User CBI training located at:
<http://www.faa-elearn.faa.gov/skillport/rads/lessons/index.html>
2. Then complete the RADS LDR Access Form, located at:
http://172.27.136.38:82/cas_rpt_docs/AccessForm.doc

- You may utilize the following spreadsheet <http://atofinance.faa.gov/Downloads/ATORADSOrgTreewithCostCentersasof28APR06.xls> to find your facility or hub level identifier. The access form should be completed by listing the level you need access to under the Access to Organization box (note this spreadsheet contains all of the ATO). On the access form, it is not necessary to complete the access to project box.
 - For example, the Service Area level identifier for Eastern Terminal Service Area is AJTE, the Hub level for the New England Hub is AJTEA, and the facility level for Boston TRACON is TEAA90.
 - An example for the Justification for Access Field on the form would be: Casual User Access needed to review compliance reports for [your organization(s)].
3. Once you have completed the form, please fax it to Christine Hoffman at (609) 485-8733. If you need any assistance in completing the form, you may contact Christine at (609) 485-5384.

If you need your password reset at any time or a change to the organization you need to view in RADS, please feel free to contact Christine Hoffman at (609) 485-5384.

If you have any questions about the actual RADS reports (understanding them, reviewing them, using them for improving compliance, etc.) please either call or e:mail Katherine Heine at (202) 385-8688.

The ATO Finance website is a great resource for LDR information, that site is <http://atofinance.faa.gov/LDR-guidance.htm>.

There are also Quality Assurance Resource (QARs) Representatives in ATO-T to assist you, they are:

Terminal Headquarters Lead - Christine Hoffman - 609-485-5384
Terminal Headquarters Alternate - Brenda Wedding - 202-385-8690
Terminal Headquarters Alternate - Kathy Heine - 202-385-8688
Terminal Eastern Service Area Lead - Camille Sprauve - 718-553-2542
Terminal Central Service Area Lead - Dianne Bebble - 847-294-8358
Terminal Western Service Area Lead - Karla Hernandez - 310-725-3768

EAS on its Way

Please inform your facilities that the Employee Attitude Survey (EAS) is on its way. The paper version intended for controllers was mailed in a box/ or large envelope addressed to facilities with a return address from:

U.S. Department of Transportation
Mike Monroney Aeronautical Center
P.O. Box 25082
Oklahoma City, Oklahoma 73125.

The large envelopes or box contains envelopes with individual employee names. Please distribute the individual envelope per employee name as soon as possible. The employees will mail the surveys to CAMI using the return envelopes provided to them.

NOTE: An electronic version of the survey will reach all other employees on August 14 through e-mail.

If you have questions, please contact Shirley E. Williams-Jones via email.

Available Sources of Information

Via EMAIL

This Week in Terminal (weekly on Fridays)

FAA broadcast email messages (variety of subjects from AOA-1, ATO-1, etc)

ATO Leaders Report (sent out to ATO managers bi-weekly and linked to ATO-Online)

WEBSITES

ATO Online (<http://ato.faa.gov/>) (with links to other FAA sites)

FAA employee site (<http://employees.faa.gov>)

ATO Today (one pager updated daily linked to ATO-Online)

Employee Express (www.employeeexpress.gov)

Focus FAA (<http://employees.faa.gov/news/focusfaa/>) (bi-weekly online magazine for all FAA employees)

PHONE NUMBERS

1-800-FAA-News (weekly phone number from Russ and ATO VP's)

NBC Payroll Hotline

With the Department of Transportation's (DOT) successful migration of our payroll system and services to the Department of Interior's National Business Center (NBC) in Denver, Colorado, the process for employees to request assistance with payroll matters has changed. As a reminder, if you have any questions concerning your pay or leave (e.g., salary payment, leave balance, savings bonds, W-2 address, electronic direct deposit to your bank account, special allotments, tax withholding, deductions for benefits, Thrift Savings Plan (TSP), payroll debts, etc.) your point of contact is the NBC Payroll Hotline at 1-800-662-4324. The hotline is open from 8:00 a.m. to 7:30 p.m. Eastern Time, Monday through Friday.

NBC's Payroll Hotline staff is committed to responding to your questions within 24 hours of your initial contact. They may not be able to solve your problem or answer your question in that time frame, but they will contact you and indicate how and when they expect to answer your question. In some cases, questions or issues may require additional research or other efforts to resolve satisfactorily.

NBC is committed to resolving payroll concerns in a timely fashion and has an internal tracking system for all calls they receive. They also have their own internal process for escalating calls if you do not receive a satisfactory response. The DOT Office of Financial Management continually monitors reports from NBC's system to ensure that DOT employees receive timely, high quality service from NBC.

Sincerely,
Bruce Johnson, VP

ATO-Terminal Services